

## **EDITED KSA LISTING**

### **CLASS: PERSONNEL SUPERVISOR II**

*NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.*

#	Knowledge, Skill, Ability
	<b>Knowledge of:</b>
<b>K1.</b>	Comprehensive knowledge of current office methods, procedures, and equipment (e.g. information disclosure, customer service, 10-key calculator, computer hardware and software, etc.) to ensure the efficient operation of personnel/payroll services.
<b>K2.</b>	Comprehensive knowledge of laws, rules, regulations, policies, procedures and Memoranda of Understanding (MOU) affecting personnel record keeping, personnel transactions, payroll, and certification processes used in State departments.
<b>K3.</b>	Comprehensive knowledge of a supervisor's responsibility for promoting Equal Employment Opportunity (EEO) in hiring and employee development and promotion, and for maintaining a work environment that is free of discrimination and harassment.
<b>K4.</b>	Comprehensive knowledge of basic math principles as they relate to personnel/payroll matters (e.g. salary determinations, accounts receivable, disability supplementation calculations, etc.).
<b>K5.</b>	Comprehensive knowledge of training principles and techniques to provide information, direction and ensure consistency, conformity and compliance with laws, rules, regulations, MOUs, policies, procedures, etc. relating to various personnel/payroll functions.
<b>K6.</b>	Comprehensive knowledge of communication principles and techniques to provide information, direction and ensure consistency, conformity and compliance with laws, rules, regulations, MOUs, policies, procedures, etc. relating to various personnel/payroll functions.

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	Skill to:
<b>S1.</b>	Skill to develop various written documents (e.g. correspondence, tables, spreadsheets, charts, etc.) to provide information/data on various personnel/payroll matters.
<b>S2.</b>	Skill to clearly communicate with others (e.g. all levels of staff, control agencies, public, etc.) to exchange and relay information related to various personnel/payroll matters and to establish and maintain cooperative working relations with those contacted during the course of the work.
<b>S3.</b>	Skill to organize and prioritize work to effectively manage workload and to comply with mandated policies and deadlines.
<b>S4.</b>	Skill to maintain personnel/payroll documents (e.g. disability files, Family Medical Leave Act [FMLA], garnishments, etc.) to ensure conformity, consistency, and compliance with law, rules, regulations, policies, procedures, etc.
<b>S5.</b>	Skill to operate a computer hardware/software to access/retrieve information and produce personnel/payroll related documents.
<b>S6.</b>	Skill to research and analyze various personnel/payroll matters to recommend alternative solutions and/or take appropriate course of action.
<b>S7.</b>	Skill to plan, organize, direct and evaluate the work of subordinate staff to ensure conformity, consistency, and compliance with law, rules, regulations, policies, procedures, etc. and provide quality services.
<b>S8.</b>	Skill to independently interpret reference materials to ensure conformity, consistency, and compliance with law, rules, regulations, policies, procedures, etc.
<b>S9.</b>	Skill to effectively promote Equal Employment Opportunity (EEO) objectives to create and maintain a work environment that is free of discrimination and harassment.

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	Ability to:
<b>A1.</b>	Ability to multitask to effectively manage workload and to comply with mandated policies and deadlines.
<b>A2.</b>	Ability to think logically in order to take appropriate course of action.